

## Job Description – IT Manager

<b>Job title:</b>	IT Manager
<b>Department:</b>	IT Services
<b>Reports to (role):</b>	Chief Operating Officer
<b>Staff or contract:</b>	Staff
<b>Location:</b>	Hybrid London office/remote
<b>Date revised:</b>	13/05/2026

### Purpose of the Job

The IT Manager will lead the day-to-day delivery and continuous improvement of IT services across IMCA. As a member of the Leadership Team, you will contribute to organisational planning and decision-making, ensuring technology supports IMCA's strategic objectives.

This is a hands-on role, combining operational delivery, team leadership, and supplier management in a small, collaborative environment. You will ensure colleagues have reliable, secure and user-friendly systems, while maintaining strong oversight of third-party providers.

### Key Responsibilities

#### IMCA Leadership Team

- Be an active member of the Leadership Team, contributing to organisational strategy, planning, and decision-making.
- Take ownership of IT-related organisational objectives, including delivery of the digital roadmap and ongoing evolution of IMCA's systems and services.
- Provide clear, pragmatic advice on IT risks, opportunities, and priorities
- Collaborate with senior colleagues to ensure IT is aligned with business needs, risks are understood, and opportunities are maximised.
- Champion a collaborative, service-focused and continuous improvement culture

#### Leadership of the IT Services team:

- Lead, coach and develop the IT Team, ensuring clear priorities and outputs
- Oversee delivery of IT support, ensuring a responsive, user-focused service for all staff
- Act as the escalation point for complex technical issues, supporting resolution and continuous improvement
- Establish and maintain effective IT service processes (e.g. support, asset management, documentation)
- Monitor and report on IT performance through KPIs and service metrics

#### Information security, risk & compliance

- Maintain the performance, security and resilience of IMCA's IT systems, including those delivered through third party providers
- Act as the Information Security Officer maintaining and developing cybersecurity policies, controls and processes in line with ISO 27001
- Act as Data Protection Lead, ensuring compliance with GDPR and other data-related requirements
- Advise the Leadership Team on IT risks, mitigation strategies, and incident response
- Embed practical, proportionate security practices across the organisation

### **Lead projects to improve and extend IMCA service provision:**

- Lead IT aspects of organisational projects, supporting delivery of IMCA objectives.
- Identify opportunities to improve systems processes, and user experience, including digitalisation and automation.
- Review systems periodically, make recommendations, and manage upgrades or replacements
- Work with the Leadership Team to prioritise initiatives and balance resource constraints
- Oversee delivery of development work (internal or external, ensuring quality and alignment with requirements).

### **Supplier & contract management**

- Manage relationships with external IT suppliers, ensuring effective service delivery and value for money.
- Oversee contracts, including renewals, licensing, SLAs, and performance management.
- Lead supplier selection processes where required, ensuring robust evaluation and onboarding.
- Monitor supplier risk, including security, data protection, and business continuity considerations.

### **Budgeting, reporting & governance**

- Manage IT budget lines, including forecasting and tracking spend for hardware, software, licensing, and supplier contracts.
- Provide clear reporting to the Leadership Team on service performance, key risks, supplier performance, and improvement activity.

## **Person Specification – IT Manager**

### **Experience and Qualifications**

- Experience of IT services administration and management in a comparable office environment including software/hardware/cloud service system management
- Demonstrable supplier/vendor management experience (contracts, SLAs, renewals, performance management).
- Relevant formal IT qualifications (Microsoft/networking/hardware/security) advantageous
- Project management qualifications or experience, particularly leading small digital transformation projects

### **Skills**

- Competent in leading, motivating and developing a team
- Competent in leading change and continuous improvement
- Excellent organisational skills
- Excellent attention to detail
- Strong written English and visual presentation skills
- Able to prioritise and work to tight deadlines
- Effective troubleshooting skills
- Effective listening skills
- Able to engage with personnel of all levels of expertise and seniority
- Proactive and self-motivated, with a drive for results and a desire to continuously learn
- Adaptable and able to apply existing skills and knowledge in new scenarios
- Committed to continuing professional development

### **IMCA Systems and Required Knowledge**

The below is a list of systems in use at IMCA presently. An intermediate knowledge of these systems or similar is highly desirable:

- Microsoft core systems (D365 Power Platform, Azure, PowerBI, Office)
- Quickbooks / Stripe for financial management and accounting

- HealthBox – small company HR system
- Moodle learning platform
- Umbraco Web Services with user portal, eShop and other online services
- Cloud services supported by local network, wireless, firewall, hardware support
- Cybersecurity and penetration testing